OPENING REMARKS

Call me Ishmael
How this book came to be, some disclaimers, and a bit of housekeeping

FINDING USABILITY PROBLEMS

CHAPTER 1
You don’t see any elephants around here, do you?
What do-it-yourself usability testing is, why it always works, and why so little of it gets done

CHAPTER 2
I will now saw my [lovely] assistant in half
What a do-it-yourself test looks like

CHAPTER 3
A morning a month, that’s all we ask
A plan you can actually follow

CHAPTER 4
What do you test, and when do you test it?
Why the hardest part is starting early enough

CHAPTER 5
Recruit loosely and grade on a curve
Who to test with and how to find them

CHAPTER 6
Find some things for them to do
Picking tasks to test and writing scenarios for them

CHAPTER 7
Some boring checklists
And why you should use them even if, like me, you don’t really like checklists

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Mind reading made easy
Conducting the test session

CHAPTER 9
Make it a spectator sport
Getting everyone to watch and telling them what to look for
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